

iOS 17.5 is coming soon! Here are some important details and instructions:

**Key Changes in iOS 17.5:**

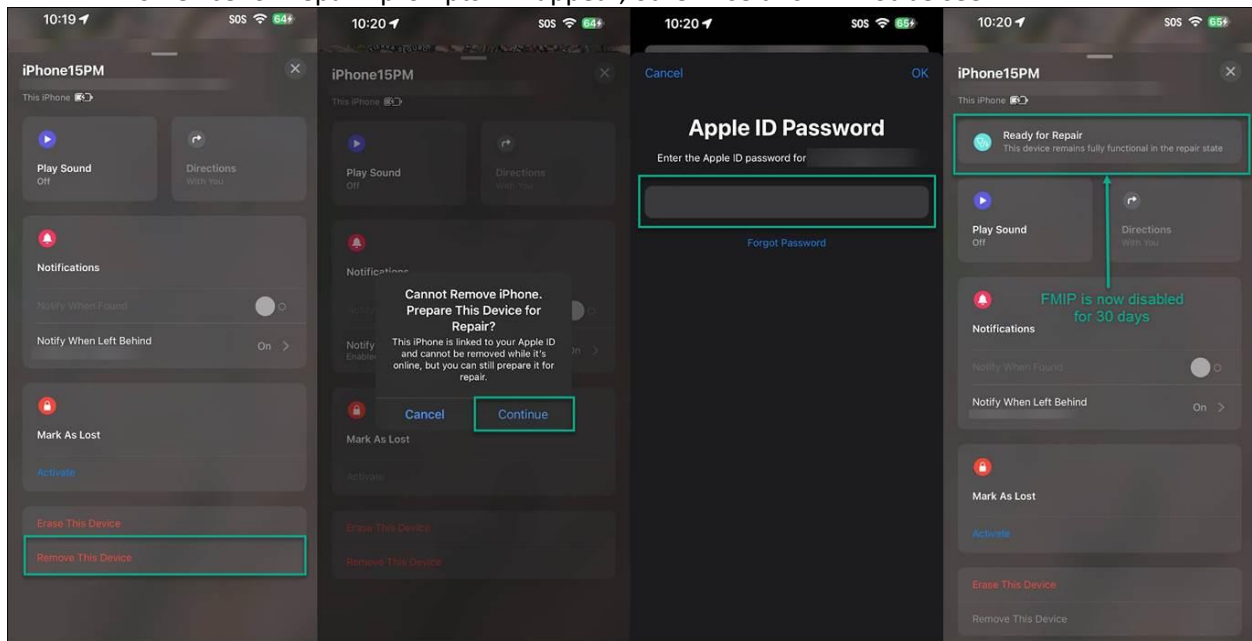
- Starting in **iOS 17.5 Beta 4**, customers can now use the **FindMy app** to enable “Repair Mode”, which disables **FMIP for 30 days**.
- This functions identically to the previously communicated **iCloud.com/find ONLINE** process, except *you can now do the same thing using the **FindMy app***.

**Additional Details:**

- <https://9to5mac.com/2024/04/30/ios-17-5-repair-state-find-my-iphone/>

**iOS 17.5 - Remove FMIP for 30 Days via the FindMy app**

- This can be done from either the device needing repair, or ANY OTHER device linked to the same Apple ID.
- If the device being removed is powered on and has connectivity (ONLINE Process), the “Prepare This Device for Repair” prompts will appear, otherwise this will not be seen.



**Starting with iOS 17.5 – All Options to Disable FMIP**

- Customers can disable Find My in any of the following ways.
  - **REMEMBER:** The Apple ID password will be required in each case.
  - Options D and E specifically apply to non-functional devices – Neither have a 1-hour delay.
- Turn off Find My** - Go to Settings > Apple ID and turn off Find My.
    - Important:** Customers with Stolen Device Protection enabled cannot use this option.
  - Sign out of iCloud** - Go to Settings > iCloud and tap Delete Account.
    - Customers who have Stolen Device Protection enabled will have a Security Delay.

**C. Erase All Content and Settings** - Go to Settings > General > Reset and choose Erase All Content and Settings.

i. Customers who have Stolen Device Protection enabled are required to complete Face ID or Touch ID biometric authentication. There is no Security Delay.

**D. Remove the device from the account at [iCloud.com/find](http://www.icloud.com/find)** There is no Security Delay with either scenario below for customers who enabled Stolen Device Protection.

i. **Device has connectivity (ONLINE):**

1. Have the customer sign in to [www.icloud.com/find](http://www.icloud.com/find) with their Apple ID on their device.
2. Select the device that needs to be removed from the account.
3. Click Remove from Account. The customer will still see the device in their account information.

**4. NOTE: FMIP will be reactivated automatically after 30 days**

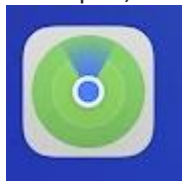
ii. **Device does not power on or cannot connect to the internet (OFFLINE):**

1. Have the customer sign in to [www.icloud.com/find](http://www.icloud.com/find) with their Apple ID on a separate device.
2. Select the device that needs to be removed from the account.
3. Click Remove from Account. The customer will still see the device in their account information.

**E. Remove the device using the FindMy app (New in iOS 17.5)**

i. **Device has connectivity (ONLINE):**

1. Have the customer login to the FindMy app from either the device needing repair, or any other device logged in with the same Apple ID.

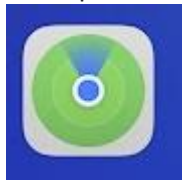


2. Select the device that needs to be removed from the account.
3. Click Remove from Account. The customer will receive a prompt indicating Repair Mode will be activated.

**4. NOTE: FMIP will be reactivated automatically after 30 days**

ii. **Device does not power on or cannot connect to the internet (OFFLINE):**

1. Have the customer login to the FindMy app from a different device not needing repair.



2. Select the device that needs to be removed from the account.
3. Click Remove from Account. The customer will still see the device in their account information for 30 days.